



NEWSLETTER STAND

Sharing resources and promoting training
and education for professional development

STAND Executive Board
2000-2001

President: Cindy Fauerbach
State Personnel Office
302-577-8977
cfauerbach@state.de.us

Communications V.P.: Larry Trunfio
State Personnel Office
302-577-8977
ltrunfio@state.de.us

Member at Large: Lori Watts
DE Health and Social Services
302-577-4580
lwatts@state.de.us

Membership V.P.: Hope Ellsworth
LightQuest, Inc.
302-645-8155
lightquest1@earthlink.net

Program V.P.: Carol Kuprevich,
DE Health and Social Services
302-577-4980
ckuprevich@state.de.us

Secretary: Anna Reese
DE Health and Social Services
302-653-8556 x216
areese@state.de.us

Treasurer: Bill Tyson
Dept. of Transportation
302-744-2718
wtyson@mail.dot.state.de.us

April 2001

Volume 12, Issue 8

President's Letter

APRIL 2001

Dear STAND members and friends:

It has been my honor and pleasure to serve on the Statewide Training Advisory Network of Delaware (STAND) Board in several capacities over the past six years. And as the STAND President, this is my final letter to you all.

The exciting opportunities and energy of STAND has come about through the efforts of many. Thank you for letting me be a part of this energy and THANK YOU to:

- the STAND Board members (past and current) for your continued hard work and dedication to this organization
- the many presenters
- the STAND committee chairpersons and members
- to each member for helping make the STAND organization such a positive resource for Delaware's government and other organizations.

Also the Board and I extend very special thanks to Carol Kuprevich and Lori Watts, who will also be leaving the Board. Over the past four years Carol has served as member-at-large and program chairperson. Carol will be pursuing her doctoral degree and we wish her well. Lori has served as member-at-large for the past seven months to help with this year's conference.

At our May 11th general STAND meeting we will be electing new officers.

I anticipate good things from the new Board and will be excited to see what opportunities STAND's new leadership will bring to our members and to know that others will have opportunities to learn and grow as STAND Board members.

I look forward to seeing you all at future STAND meetings and especially our next meeting on Friday, May 11th 9:30 to noon at the Paradee Center on Rt. 113 in Dover.

Sincerely,

Cindy Fauerbach
STAND President

Inside this issue:

Training News	2
Upcoming Events	3
Trainer's Corner	3
Committee Reports	3
Post Conference Survey	4

Training News

DADAMH: The Millennium Continuous Improvement Survey

In an effort to carry out continuous quality improvement initiatives within their organization, the training unit of the Division of Alcoholism, Drug Abuse & Mental Health (DADAMH) recently conducted a survey on the services their unit provides. In their "Millennium Continuous Improvement Survey" the training unit asked for feedback from employees and contractors of DADAMH in several areas including the following: the most important aspects of training offerings; training unit communication with the rest of the division; and recommendations for improvement.

In identifying important aspects of training, the participants of the survey were asked to prioritize different factors. As a result, the survey found that the five most important aspects of training that people looked for were:

- ? Low cost
- ? Continuing education units offered

? Training programs that combine alcohol and other drug addictions and mental health content

? Training located in New Castle County

? Full day courses

This information will be helpful in developing future training programs and ensuring that the needs of their clients are being met.

While the results of the survey found that a majority of them rated the communication of the DADAMH Training Office "excellent" to "good," the participants did offer some suggestions for improvement. One of the suggestions was to have information about training posted on a web page which the agency is hoping will be possible by the end of 2001. They also recommended that responses be made to faxed registrations and that telephone reminders be given to ensure that people attend the training they scheduled. The training

unit considered these requests but reported that they were unable to accommodate them at this time due to limited resources and the number of students -- over 4,000!

The survey also provided the training unit with some suggestions for more general improvements. While there were some requests that the unit was not able to meet due to their limited resources, they were able to implement some important changes. As a result of the input they received, hands-on computer classes have been added to their curriculum. In addition, they have increased the number of workshops for advanced level practitioners and other specific topics based on participant requests. They also pointed out that, even though not all of their requests for changes were implemented at this time, they are still important. They will continue to work to address these requests in the future.

It isn't the changes that do you in, it's the transitions. Change is not the same as transition. Change is situational: the new site, the new boss, the new team roles, the new policy. Transition is the psychological

Managing Change Through Mentoring

We all know that change can be stressful, especially changes in the workplace. But what many of us don't know is what we can do as individuals and organizations to reduce the anxiety changes can create. One stress relieving option available to us is mentoring.

In his book *Managing Transition-Making the Most of Change*, William Bridges makes the observation "change is external, transition is internal." Changes are alterations in our environment that we have little or no control over. In themselves, they do not cause stress or anxiety. Instead, it is the process of transitioning (or inability to make the transition) to this new environment that

causes stress. This is where mentoring can help.

In a recent meeting of the Career Development Mentoring Program, John Crosby and Dick Gross from the Uncommon Individual Foundation presented an insightful workshop on the benefits of mentoring in a changing workplace. Entitled "Managing Change in the Workplace: How Mentoring Can Help," this training session focused on how we react to the changes that we face and how mentoring partnerships can help in the process of transition. They talked about how mentoring provides benefits to mentees, mentors, and organizations alike.

Mentees are typically less experienced in the culture of an organization

and, consequently, changes often have the greatest impact on them. For them, mentoring partnerships can create a supportive environment that facilitates transition. With the help of mentors, mentees learn to identify and use available resources that can help them understand and respond to change. They can also start to branch out and develop professional networks that reach across boundaries such as age, race, and gender. Mentors can encourage mentees to take charge of their career development and acquire skills they need to meet their goals, which will make them more prepared to face changes. Finally, supportive mentoring partnerships allow mentees

(Continued on page 3)

Committee Reports

Conference Committee

We are happy to announce that this year's conference on "The Human Side of Technology" was a definite success. Our conference committee reports that we had 45 attendees from various state agencies and private vendors and their evaluations were very positive. Many people said they enjoyed Tara Bazar's keynote presentation on "Communication with Power and Influence" and found the afternoon workshops to be full of valuable information.

We would like to continue this success in the future and to do so we need everyone's help. On the next page is a "**Post Conference Feedback**" form that we would like everyone to complete, whether you attended the conference or not. We would like to find out what people liked about the conference, what they didn't like, and, if they were unable to be there, what prevented them from attending. We would hope to use this information when we plan next year's conference.

Membership Committee

Our Membership V.P. Hope Ellesworth reports that we currently have 110 paid members for fiscal year 2001.

Treasurer's Report

As of April 10th, our treasurer, Bill Tyson, reports that we have \$5,786.40 in total assets. It should be noted, however, that some of the fees from the conference are still pending.

Trainer's Corner Ice Breakers

I'VE DONE SOMETHING YOU HAVEN'T DONE

Have each person introduce themselves and then state something they have done that they think no one else in the class has done. If someone else has also done it, the student must state something else until he/she finds something that no one else has done.

FAMOUS PERSON

People write a famous name on a piece of paper and pin it on someone else's back. Person tries to guess what name is pinned on his/her by asking others around the room yes or no questions. Variation: Use famous place instead of famous person.

Upcoming Events

July 13, 2001—General Meeting

Topic: Achieving Cultural Excellence

Time: 9:30 AM – 12:00 PM

Description:

Kate Salvato and Bonnie Miller Pfeiffer will present an interactive presentation designed to define "cultural competence" and discuss why it is important to all organizations. They will also outline the components of the ACE model: Awareness, Knowledge, Interactions, and Case Studies.

Managing Change Through Mentoring

(Continued from page 2)

to make decisions and take risks with more confidence and independence. They learn to make changes for themselves instead of letting changes happen to them.

But mentees are not the only ones who benefit. Mentors find that mentoring relationships provide valuable tools for handling change. First of all, through their association with their mentees, they are exposed to new ideas and techniques to problem solving which can help them handle transitions. Mentors also learn to maintain and expand professional networks across organizational boundaries. In addition, mentors gain a sustaining

sense of pride and personal accomplishment with the knowledge that they have been able to help someone else reach their potential. This feeling can help sustain them through the roughest of times.

It is the organization itself, however, that realizes some of the greatest benefits in the long run. Mentoring sets the stage for positive transition. Mentoring creates a positive environment in which changes can be implemented with greater ease. And a positive attitude in a workplace provides the means for a more rapid integration of new employees into the culture and encourages independence and self-reliance in its employees. It

also supports the development of new skills in employees. Finally, it provides a positive, supportive atmosphere for a diverse workforce.

Mentoring partnerships can establish continuity, longevity, and stability in a changing workplace. They help people and organizations realize that change does not have to be feared or resisted. Changes can become challenges that are embraced with energy and hope.

*I can't change the direction of the wind,
but I can adjust my sails to always reach
my destination.*

Jimmy Dean

Post Conference Feedback
STAND 2001 Conference
“The Human Side of Technology”

Did you attend the March 16, 2001 STAND Conference?

Yes _____ No _____

Have you attended past STAND Conferences? _____ Yes _____ No

If you did NOT attend the March 2001 conference, please share why not and any thoughts you have for future conferences? (please check all that apply)

_____ Already had commitment for the date
_____ Cost (____ budget cuts, _____ cost too high)
_____ Topics were not interesting to me
_____ other reason for not attending

Thoughts for future conferences: _____

If you DID attend the March 2001 conference, what information from the conference did you find most beneficial/ have you used since the conference?

What was the greatest benefit of attending the conference? _____

Keynote Speaker: Tara Bazar, “Communicating with Power and Influence “

Post lunch speaker: Jodie Graham, “De-Stressing”

Computer Lab Seminars:

- The Power of PowerPoint, Brad Glazier, DE Health & Social Services
- Build Your Website, Ross Stump and Dawn Hollingsworth, DE Health & Social Services
- DelAware, Delaware’s Digital Library, Anne Norman and Terry Plummer, Department of State, Division of Libraries

Thank you for supporting STAND!

Please send your responses to:
Larry Trunfio
State Personnel Office
820 N. French Street, 10th floor
Wilmington, DE 19801 C1020